

Customer Service Center Operations Manual

CSC Daily Transaction Processing Accountability CSCOM-208

Original Date: 06/01/1996

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DESCRIPTION

CSMA/District/CSC management may require CSC staff to use the Driver/Vehicle Exceptional Transaction Accountability Worksheet ([CSMA 16](#)) if deemed necessary due to high-risk transaction processing, excessive inventory/monetary discrepancies, or suspicion of fraudulent activity.

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DEFINITIONS

Driver/Vehicle Accountability Worksheet ([CSMA 16](#)) - Worksheet maintained by CSC management (when required), to document exceptional transactions and inventory/monetary discrepancies and approvals.

Daily Accountability Discrepancy Report ([CSMA 15](#)) - Report used by CSC management or designee to record discrepancies found between review of the CSC Exception Activity Report and CSMA 16 (when used).

Exceptional Transactions – Transactions processed in the system using a fee exception code to waive or prorate the fee charged for a transaction or product. (Refer to CSMA 16 for listing of transactions requiring management approval.)

NOTE: Fee exceptions are considered exceptional transactions UNLESS the transaction is programmed to process at no fee.

ID/LP/Residency/SSN Maintenance Screen ([CUIDNM](#)) - The system screen used to enter any documents presented as proof of a customer's primary and secondary identity, legal presence, residency and social security number (SSN) when processing driver's license/ID card transactions.

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CSC EMPLOYEE REQUIREMENTS

When management requires use of the [CSMA16](#) by CSC staff, CSRs must:

1. Ensure exceptional transactions and appropriate details (refer to [Definitions](#)) are listed in the appropriate areas of the CSMA 16,
2. Request management or designee authorization of the transaction PRIOR to it being processed ,
3. Initial the designated CSR area of the CSMA 16 after management or designee has authorized the transaction to be processed.

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CSC MANAGEMENT/DESIGNEE REQUIREMENTS

When the CSMA 16 is designated for use by CSMA or District management, CSC management/designee is required to authorize transactions recorded on the CSMA 16 as required below:

Exceptional Transaction Authorization

When CSMA/District management requires use of the CSMA 16 for one or all members of CSC staff, CSC management/designee must:

1. Prepare a [CSMA 16](#) for the day by recording:
 - CSC location name and number.
 - The work date.
2. Provide the CSR the [CSMA 16](#) to record the required transaction information,
3. Verify CSR has recorded the following in the designated areas of the CSMA 16:
 - Applicable transaction information for the appropriate transaction type.
 - Detailed explanation supporting the exceptional transaction being processed.

- Their DMV-logout ID.

CSC MANAGEMENT/DESIGNEE REQUIREMENTS (continued)

4. Review the transaction information, explanation, and documentation and compare with transaction on the CSR's screen.
5. Prior to authorizing the CSR to process the exceptional transaction, initial the designated area of the CSMA 16.
6. Authorize the transaction to be processed and return the worksheet to the designated area.
7. Compile all accountability worksheets used at the end of the business day.
8. Ensure there are no incomplete entries on the CSMA 16.
9. Attach the day's worksheets together in preparation for reconciliation.
10. Sign and date the bottom of all worksheet(s).

Authorization of ID/LP/Residency/SSN Maintenance Screen (CUIDNM)

CSC management/designee must verify and authorize usage of the CUIDNM screen to ensure appropriate data is entered into the system when a driver's license or ID card is NOT issued.

1. If no driver's license or identification card is issued, CSRs must request authorization from CSC management or designee when accessing the CUIDNM screen to enter customer proof documents.
2. CSC management must ensure the CSR enters the appropriate system data for the proof documents presented.
3. Prior to the CSR processing the proof document entry using the CUIDNM screen, CSC management or designee must initial the designated area of the [CSMA16](#).

Exceptional Transaction Reconciliation

CSC management is required to reconcile the CSMA 16 on the next business date following its use. Using the Exception Activity Report and the Teller Activity Report in the system, CSC management must:

1. Reconcile each exceptional transaction authorized on the CSMA 16 with a matching item on the Exception Activity reports or the Teller Activity Reports and check for the following:
 - **Exception Activity Fee Exceptions and Over/Short**
Management must review and address all overages and shortages.
 - **Exception Activity Void Transactions**
Verify all transactions that processed and recorded on the CSMA 16.
 - **Exception Activity Inventory and Title Documents**
Verify all voided decals, plates, permits and title documents that are displayed on the report are also listed on the CSR worksheet.
 - **Transaction Activity by Classification - Driver**
Verify all no fee driver reissue transactions that are displayed as no fee on the report due to a reissue reason code that exempts the fee are also recorded on the CSR worksheets. Ensure that all no fee driver reissue transactions that are not recorded on the CSMA 16 have a corresponding compliance transaction for the same day.
NOTE: If the compliance transaction is not done the same day as the reissue, the CSR is required to record the exception on the worksheet.
 - **Transaction Activity by Classification - Vehicle**
Verify all no fee plate reissue transactions that are displayed as no fee on the report due to a reissue reason code that exempts the fee are also recorded on the CSR worksheets.
 - **Transaction Activity by Classification - Miscellaneous**
Verify all correct revenue transactions that are displayed on the report are also recorded on the CSR worksheets.
2. Note any discrepancies that exist between worksheet entries and the Exception Activity Reports or Teller Activity Reports.
 - a. If no discrepancies are found when reconciling the reports with the [CSMA16](#) worksheet(s) used, retain the worksheet(s) in a secured file within the office for 6 months.
 - b. If a discrepancy is found:
 - i. Complete a Daily Accountability Discrepancy Report ([CSMA15](#)). Ensure each discrepancy entry contains the processing CSR's name, DMV-logout ID, a brief description of discrepancy.
 - Include the CSR name and a brief description of the discrepancy. The discrepancy should be documented on the report.
 - ii. Notify the CSR of the discrepancy and resolve the discrepancy within 5 business days.
 - iii. If a printed report is needed to detail the discrepancy, sign and date the appropriate report once reconciliation is complete.

- iv. Sign and date on the CSMA15 once the discrepancy has been resolved.

CSC MANAGEMENT OR DESIGNEE REQUIREMENTS (continued)

- v. File the CSMA 15 with any CSMA16 worksheets used in a secured file within the office for 6 month with any printed reports needed to document the discrepancies.

IMPORTANT: The District Manager and CSMA Director of Field Operations must be notified immediately anytime fraudulent activity is suspected.

ID/LP/Residency/SSN Maintenance Screen (CUIDNM) Reconciliation

CSC management is required to reconcile the CSMA 16 for use of the CUIDNM screen on the following date requiring its use. Using the Exception Activity Report and the Teller Activity Report in the system, CSC management must:

1. Display and view the Teller Activity Report in the system.
2. Match each CUIDNM transaction on the teller activity report with either:
 - A corresponding authorized transaction record on the Transaction Activity Report, or
 - A corresponding entry on the [CSMA16](#) of the CUIDNM screen or a screen print (if required), signed by management/designee, for each out-of-state address change transactions requiring the CSR to enter proof of Virginia residency on this screen, or
 - A corresponding entry on the CSMA 16 for the use of the CUIDNM screen or a screen print (if required), signed by management/designee, for any compliance update transactions where no credential was issued.
3. Note any discrepancies on the Transaction Activity Report by Teller Activity report. The discrepancy should be documented on the report.
 - a. If no discrepancies are found when reconciling the reports with the CSMA 16 worksheet(s) used, retain the worksheet(s) in a secured file within the office for 6 months.
 - b. If a discrepancy is found, complete a Daily Accountability Discrepancy Report ([CSMA15](#)). Ensure each discrepancy entry contains:
 - i. The processing CSR's name and a brief description of the discrepancy.
 - ii. The steps taken to resolve the discrepancy.
 - iii. Identify any training issues, and steps to resolve and notify the CSR of the discrepancy and resolve the discrepancy within 5 business days.
 - iv. If a printed report is needed to detail the discrepancy, sign and date the appropriate report once reconciliation is complete.
 - v. Sign and date on the [CSMA15](#) when the discrepancy has been resolved.
 - vi. File the CSMA 15 with any CSMA16 worksheets used in a secured file within the office for 6 month with any printed reports needed to document the discrepancies.

IMPORTANT: The District Manager AND the CSMA Director of Field Operations must be notified immediately anytime fraudulent activity is suspected.

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DISTRICT MANAGEMENT REQUIREMENTS

Review of CSC:

1. Using the system, display and view the Exception Activity Report monthly or quarterly, and review exception activity for the CSC(s) requiring usage of the [CSMA16](#).
2. Perform a review of each CSC to ensure that CSC management is adhering to their requirements for completion, reconciliation and retention of the CSMA 16.
 - The review should ensure that management of the CSC(s) required to use the CSMA 16 adhere to the below:
 - i. Require CSRs who process transactions via the automated system to complete the daily accountability worksheets for each exceptional transaction processed.
 - ii. Reconcile the daily accountability worksheets for the day with the appropriate daily report.
 - iii. Complete the Daily Accountability Discrepancy Report ([CSMA 15](#)) if a discrepancy is found.
 - iv. Conduct the appropriate follow-up with responsible CSRs to resolve, within 5 business days, Ensure CSRs have initialed and dated the [CSMA 15](#) (for exceptional transactions and CUIDNM screen use) once management has discussed discrepancies with them and a resolution was reached.
 - v. Sign and date the [CSMA 15](#) when discrepancies are resolved.
3. Upon completion of the review, the District Manager must report any identified trends, training problems or potential risks to the agency to the CSMA Director of Field Operations.

IMPORTANT: The CSMA Director of Field Operations must be notified immediately anytime fraudulent activity is suspected.

CSMA DIRECTOR OF FIELD OPERATIONS

Monthly Exception Report

The CSMA Director of Field Operations is required to review usage of the CSMA 16 (when required) at a district and statewide level to identify trends, training needs, problem areas and potential risks to the agency.

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CONTACT

For additional information contact :

- Your CSC Manager/Assistant Manager

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